
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Human Resources Assistant** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. WRITTEN COMMUNICATION SKILLS**(14 Questions)**

Employees in this job must possess written communication skills which are critical to the performance of tasks such as preparation of reports, memoranda and business correspondence for various human resource administration activities. Test question topics include:

- Use of proper business English (e.g., sentence structure; grammar; syntax; etc.);
- Use of appropriate punctuation in business correspondence (e.g., periods; commas; semi-colons; colons; hyphens; etc.);
- Identifying correctly and incorrectly spelled words;
- Report preparation techniques: outlining major topics; theme development; arrangement of report components; effective use of paragraphs, etc.

II. WRITTEN INSTRUCTIONS**(14 Questions)**

Employees in this job often receive written instructions to accomplish many human resource tasks. The ability to follow written instructions is important to successful job performance. This section is designed to test your ability to read written instructions and correctly answer questions related to each set of instructions. Written instruction passages include:

- Registration procedures;
- Office supply requisition procedures;
- Personnel form completion;
- Journal voucher instructions.

III. READING COMPREHENSION SKILLS**(14 Questions)**

Employees in this job must be able to read, comprehend and extract pertinent written information from rules, policies and human resource reports and forms. Thus, this section of the exam is designed to test your skill in reading and comprehending written passages and paragraphs. Reading comprehension passages include:

- Personnel procedures;
- Office procedures and guidelines;
- Interpreting written accounts of situations typically encountered in a business office environment.

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IV. INTERPERSONAL SKILLS

(14 Questions)

Employees in this job must be able to communicate and interact with the public as well as other state employees, coworkers and administrative personnel so that accurate information regarding human resource activities is conveyed. Employees must also be able to demonstrate these skills either in face-to-face communication or by telephone. The questions in this exam section test your interpersonal relations skill using typical situations one would encounter on the job. Test question topics include:

- How to effectively respond to questions posed by the public;
- Methods one can use to promote a positive relationship with a supervisor;
- Techniques one can use to enhance working relationships with other staff;
- Methods one can use to promote a favorable impression of the agency and state employees among the general public.

V. NUMERICAL REASONING SKILLS

(14 Questions)

Employees in this job must have the ability to perform mathematical computations. This is an important function of this position. An employee must be able to accurately compute salary changes and perform other basic arithmetic calculations involving statistical information in daily records and reports. Test question topics include:

- Basic mathematical computations including addition, subtraction, multiplication, division, fractions, percentages and decimals;
- Applied mathematical problem solving;
- Arithmetical reasoning;

VI. OFFICE PRACTICES AND PROCEDURES

(14 Questions)

Employees in this job must perform everyday office functions as a main responsibility. These functions include: maintaining files, processing forms and records, and reviewing and updating files. Test question topics include:

- How to properly handle confidential information ;
- Efficient scheduling of appointments;
- Prioritizing work of office staff;
- Appropriate use and formatting of office correspondence, such as business letters and cover letters;
- Filing procedures: cross referencing, chronological, alphabetical and numerical filing.